

Terms of reference (ToR) for the procurement of services

CONFIDENTIAL

Consultancy services for technical support on implementation of city logistics plans	Project number/ cost centre: G-012612, 12612990000 Tender number 7000021171
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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference
MoCI	Ministry of Commerce and Industry
DPIIT	Department for Promotion of Industry and Internal Trade
Smart Logistics	Smart and Climate Friendly Logistics in India
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
EU	European Union
BMUKN	Environment, Climate Action, Nature Conservation and Nuclear Safety
IKI	under the International Climate Initiative
CL	City Logistics
CLPs	City Logistics Plans

1. Context

At the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, we work to shape a future worth living around the world – for people, our partner countries, Europe and Germany. Together with our partners, we create opportunities and sustainably improve people's lives. Through our networks, we turn international agendas into action – with a global vision and local impact.

GIZ has been operating in India for over 60 years. It has offices in Delhi, Bengaluru and Mumbai, in addition to other locations in the country. In India, GIZ works on behalf of the German Government, the European Union (EU), other public and private clients as well as civil society in the following thematic areas:

- Environment, biodiversity and natural resource management
- Sustainable urban and industrial development
- Energy, and
- Social and private sector development

The “Smart and Climate Friendly Logistics in India” (Smart Logistics) project is implemented by GIZ with the Logistics Division of the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry (MoCI), Government of India as the implementation partner. The project is commissioned by the German Federal Ministry for Environment, Climate Action, Nature Conservation and Nuclear Safety (BMUKN) under the International Climate Initiative (IKI).

The project aims to develop green strategies and digital/technological solutions for freight transport and logistics decarbonisation thereby contributing to fulfilling India's commitment of NetZero by 2070. Three outputs are envisaged in the project:

- Develop a knowledge exchange platform;
- Build capacities of training institutions for enhancing green skills of India's logistics workforce; and
- Develop green strategies and solutions for freight transport and logistics decarbonisation.

The initially identified areas of work by the project are:

- a) Technical handholding support and capacity building and for preparing State and City Logistics Plans for the identified states/cities across the country;
- b) Development of logistics performance KPIs for the key Indian transport sector, viz. railways, roadways, airways, and ports covering performance assessment and recommendations.
- c) AI based decision support for optimal siting of Multi-Modal Logistics Parks across the country; and
- d) Logistics workforce skills gap analysis and recommendations.

Urban freight and the city logistics play a crucial role as generators of economic momentum creating investment opportunities and jobs, while servicing the citizens, industry, trade and commerce, supply chains, healthcare etc. At the same time, urban freight distribution accounts for a significant share of pollution and congestion in urban areas. The urban freight demand in India to rise by 140% by 2030, accordingly the requirements of logistics in cities will further rise. As required under the National Logistics Policy (NLP), the States/cities are developing City Logistics Plans incorporating various logistics physical infrastructure aspects,

transport/mobility aspects and management & enforcement aspects. Upon implementation of logistics, the city-level logistics performance feeds into the LEADS Index 2025 framework. For about 25 cities, the City Logistics Plans are nearly ready, and the city logistics measures are required to be implemented.

GIZ is considering engaging consultants, as per the present Terms of Reference (TORs), to undertake various tasks to support the cities and state authorities in the implementation of city logistics plans.

Objective of the Consultancy Services

The overall objective of the consultancy services is to undertake high quality technical work to facilitate the city/state authorities in implementation of city logistics plans across 25 identified cities in India.

Specific objectives include:

- a) To identify and prepare a comprehensive list of logistics measures, including logistics physical infrastructure, transport/mobility measures and management & enforcement measures, for the identified cities (25 nos.) that can be implemented in the short-term, medium-term and long-term.
- b) To document the status of implementation of the identified logistics measures (under planning, under implementation etc.).
- c) To provide technical support to the concerned city/state authorities for planning the implementation of upto 10 nos. of the identified city logistics measures per city, and to facilitate the implementation of atleast 2 nos. (preferably 4 nos.) of logistics measures per city.
- d) To develop a centralized City Logistics Dashboard for DPIIT to enable tracking of CLP plan preparation and their implementation across cities in the country.

The hired consultancy is required to take into consideration the prepared City Logistics Plans by the cities, the CLP Guidelines (2024) of DPIIT, and the provisions of the National Logistics Policy, GatiShakti, LEADS Index 2025 framework of DPIIT, and funds available with the local and State authorities as well as convergence of funds from various schemes and programmes of central and State Governments. The consultants are also required to look into service delivery mechanisms and feasible business models (private, public, PPP etc.).

Focus is on technological innovations, and business models that enhance efficiency, reduce environmental impacts, and foster integrated, cost-effective logistics performance improvements, and aim is at making logistics and supply chain management more environmentally sustainable and efficient. The logistics measures should lead to improved logistics performance by making them effective and efficient, reducing costs and should have benefits of reduced emissions, energy consumption, pollution, and waste.

In line with the above objectives, the scope of services includes the following:

- Main Task 1: Preparation of a comprehensive list of logistics measures and implementation status documentation
- Main Task 2: Implementation Roadmaps and handholding support
- Main Task 3: Centralized City Logistics Dashboard

The expected outcome from the consultancy services:

- a) Comprehensive List of Logistics Measures: A detailed list of feasible short-term, medium-term, and long-term logistics measures from the City Logistics Plans/City Logistics Action Plans prepared by the cities to be implemented in each of the 25 cities, including infrastructure, mobility, and management aspects.
- b) Status Documentation Report: A clear and updated documentation of the current status of each identified logistics measures, indicating whether they are in planning, under implementation, completed or no action initiated yet.
- c) Implementation Roadmaps and Handholding Support: Actionable steps and planning sequence with support to responsible city/State authorities for implementing up to 10 measures per city, with at least 2 measures (preferably 4 measures) actively implemented per city.
- d) Centralized City Logistics Dashboard: A functional digital platform for DPIIT that enables real-time tracking, monitoring, and status of city logistics plan implementation across all participating cities.

2. Tasks to be performed by the contractor

Main Task 1: Preparation of a comprehensive list of logistics measures and implementation status documentation	Purpose: A detailed list of feasible short-term, medium-term, and long-term logistics measures as mentioned in the CLPs to be implemented in each of the 25 cities, including infrastructure, mobility, and management aspects. Prepare a clear and updated documentation of the current implementation status of each identified logistics measure, indicating the stage of implementation - whether they are in planning, under implementation, completed or no action initiated yet. Deliverables: D1: List of identified city logistics measures to be implemented for each of the identified 25 cities based on questionnaire surveys, secondary data, and consultations with the stakeholders D2: Workshop report with the cities for identifying city logistics measures to be implemented in each of the 25 cities D3: Draft comprehensive list of logistics measures to be implemented in each of the 25 identified cities (short-term, medium-term and long-term). D4: Finalised comprehensive list of logistics measures to be implemented in each of the 25 identified cities (short-term, medium-term and long-term). Sub-task 1: Information collection and review a) To consult with DPIIT and GIZ to assess needs and targets from the consultancy services. b) Information collection – the City Logistics Plans of the 25 cities, the CLP Guidelines (2024) of DPIIT, and the provisions of the National Logistics Policy (NLP), GatiShakti, LEADS Index 2025 framework of DPIIT. c) To collect information on funding sources: funds available from various schemes and programmes of central and State Governments.
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	d) Review the available information to identify the potentials for implementation of logistics infrastructure measures, including logistics physical infrastructure, transport/mobility measures and management & enforcement measures) in the identified 25 cities Sub-task 2: Surveys and stakeholder consultation a) Conduct surveys (questionnaire survey) to collect information from the identified cities on the logistics infrastructure/measures that are required to be implemented in their cities and the status of implementation. b) Conduct online meeting(s) with the cities with the support of DPIIT to collect the required information from the cities. c) Organise a workshop (upto 1.5 days) with the 25 cities to discuss and identify the priority implementation strategies/targets of logistics infrastructure/measures of the cities and their plan for implementation. Sub-task 3: Prepare a comprehensive list of logistics measures a) Prepare a draft comprehensive list of logistics measures (logistics physical infrastructure, transport/mobility and management & enforcement aspects) to be implemented in each of the 25 identified cities. Categorise the lists into short-term, medium-term and long-term. b) Prepare the status of implementation of the identified measures for each of the 25 cities. c) Consult with DPIIT and cities to finalise the comprehensive list of logistics measures for each of the 25 cities.
Main Task 2: Implementation Roadmaps and Handholding Support	Purpose: In consultation with the city, prepare actionable planning guidance and support to city/State authorities for implementing up to 10 measures per city, with at least 2 measures (preferably 4 measures) actively implemented per city. Measures to cover physical infrastructure, transport and mobility measures, and management and enforcement measures. Focus is on technological innovations, and business models that enhance efficiency, reduce environmental impacts, and foster integrated, cost-effective logistics performance improvements, and aim is at making logistics and supply chain management more environmentally sustainable and efficient. The actionable measures should lead to improved logistics performance by making them effective and efficient, reducing costs and should have benefits of reduced emissions, energy consumption, pollution, and waste. Deliverables: D5: Draft detailed actionable reports for each of the identified 25 cities on implementation of the logistics measures D6: Draft Implementation Road Map for each of the 25 cities. D7: Finalised detailed actionable reports for each of the identified 25 cities on implementation of the actionable measures D8: Reports on technical guidance and support provided to the authorities for implementing up to 10 measures per city for 25 cities

	D9: Documentation of at least 2 measures (preferably 4 measures) implemented per city for 25 cities Sub-task 1: Field visits and implementation road maps a) Undertake field visits to cities, meet with the city/state authorities and gather required information to develop details for implementation of the identified logistics measures. b) Develop draft detailed reports for identified 25 cities on implementation of the logistics measures including physical infrastructure, transport and mobility measures, estimated costs, timelines, potential funding sources and management and enforcement measures, including: 1. For physical infrastructure: a pre-feasibility report with exact locations/sites where the infrastructure is required to be developed; technical/technology details for green logistics aligned to Logistics 5.0, requirements of land use conversion approvals from Master Plan if applicable, requirements of statutory approvals as relevant, financial aspects including cost estimates, funding sources, implementation (business) model – private, public, PPP etc., timelines. 2. Transport and mobility measures: optimal routing requirements, adoption of clean fuels e.g, EV fleets, real-time tracking systems etc. 3. Management and enforcement measures: transport/delivery time restrictions, road restrictions, vehicle entry restrictions, setting up logistics skilling units, setting up of logistics teams in the city/state authority etc. c) Develop a draft Implementation Road Map for each of the 25 cities. d) Consult with DPIIT and the concerned city/state authorities and finalise the implementation reports/action plans and the Implementation Road Map for each of the identified 25 cities. Sub-task 2: Handholding support for implementation a) Provide actionable planning guidance and support to city/state authorities for implementing up to 10 measures per city, with the aim of at least 2 measures (preferably 4 measures) to get actively implemented per city. b) Provide necessary documentation (tender docs etc.) for the city/state implementing authority on taking up implementation. This includes tender documents for engagement of consultants for preparation of pre-feasibility reports, DPRs, field surveys, consultations etc. c) Provide online technical advice to the individual cities for modifying as per requests received. d) Provide backstopping advice to cities as may be required by them. Provide an online platform (CLP Dashboard) for cities to reach out with their queries and respond timely (within 24 to 48 hours). e) Provide in-situ support to the cities by visiting the cities. f) Conduct peer learning sessions for all the cities (online – 5 nos.; and physical – atleast 3 nos. of 2 days each).
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	g) Organise ‘Community of Practice’ for volunteering cities to learn from each other and get guided by experts of the consultant. Sub-task 3: Documentation of the implemented measures a) Documentation of the identified 10 measures per city for implementation and the status of their progress of implementation. b) Documentation of at least 2 measures (preferably 4 measures) actively implemented per city based on the advice provided by the consultants. c) Documentation of impacts from logistics measures actively implemented per city in terms of reduced emissions, energy consumption, pollution, and waste.
Main Task 3: Centralized City Logistics Dashboard	Purpose: A centralised City Logistics Digital Dashboard is required to be developed and made functional as a digital platform for DPIIT that enables real-time tracking and monitoring, and decision making and follow-up to foster CLP preparation and implementation to foster the implementation of city logistics measures in the cities across the country. Develop the City Logistics Digital Dashboard with intranet and internet. The intranet to include login IDs for city nodal officers and implementing authorities, provision for submission of CLPs by cities to DPIIT, tracking the status of preparation of CLPs, tracking the status of city logistics implementation. Visualising “city report cards” on the progress as and when required, resource section with guidelines and other documents, section on peer learning and requirements for Communities of Practices, help section for raising queries etc. The internet part, which is in public domain, provides relevant information to the public as may be desired by DPIIT. Deliverables: D10: Concept of the City Logistics Dashboard D11: Developed City Logistics Dashboard D12: Security Audit report of the City Logistics Dashboard D13: Report on operationalisation of City Logistics Dashboard D14: User manual and self-learning module D15: Training report D16: Handing over report to DPIIT Sub-task 1: Concept development a) Needs gathering from DPIIT and GIZ on the development of the City Logistics Dashboard. b) Prepare a concept on the City Logistics Dashboard and finalise with DPIIT and GIZ. Detail out the features/fields of information, where to host the Dashboard, etc. Sub-task 2: City Logistics Dashboard development a) Develop the Dashboard as per approved concept and architecture in consultation with DPIIT and their IT team. Ensure uniformity with the existing hosting platform, as may be decided by DPIIT. b) Test the Dashboard with a few cities for data entry, functionality etc. and update the Dashboard as may be required.

	c) IT security audit of the Dashboard as per NIC requirements/any other requirements as deemed necessary. Sub-task 3: Launch and operations & maintenance of the Dashboard a) Support DPIIT in launching the Dashboard. b) Develop easy to use manuals and self-learning tutorial video on the usage of the Dashboard. c) Provide online training to the DPIIT officials, city officials and other involved stakeholders on data entry and usage of the Dashboard. d) Operations and maintenance of the Dashboard until the end of the consultancy contract period and handover to DPIIT.
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Deliverable and timeline schedule

Ref. to Main Task	Deliverable	Deadline
Deliverables related to Main Task 1	D1: List of potential city logistics measures to be implemented for each of the identified 25 cities based on questionnaire surveys, secondary data and consultation with stakeholders	September 2026
	D2: Workshop report with the cities for identifying city logistics measures to be implemented in each of the 25 cities.	September 2026
	D3: Draft comprehensive list of logistics measures to be implemented in each of the 25 identified cities (short-term, medium-term and long-term).	October 2026
	D4: Finalised comprehensive list of logistics measures to be implemented in each of the 25 identified cities (short-term, medium-term and long-term).	November 2026
Deliverables related to Main Task 2	D5: Draft detailed actionable reports for each of the identified 25 cities on implementation of the logistics measures.	January 2027
	D6: Draft Implementation Road Map for each of the 25 cities.	January 2027
	D7: Finalised detailed actionable reports for each of the identified 25 cities on implementation of the logistics measures.	February 2027
	D8: Reports on technical guidance and support provided to the authorities for implementing up to 10 measures per city for 25 cities.	Ongoing, until June 2027
	D9: Documentation of at least 2 measures (preferably 4 measures) implemented per city for 25 cities.	Ongoing, until December 2027
Deliverables related to Main Task 3	D10: Concept of the City Logistics Dashboard	September 2026
	D11: Developed City Logistics Dashboard	November 2026
	D12: Security Audit report of the City Logistics Dashboard	December 2026
	D13: Report on operationalisation of City Logistics Dashboard	December 2026

	D14: User manual and self-learning module	December 2026
	D15: Training report	December 2026
	D16: Handing over report to DPIIT	December 2027
Final report	D17: Submission of final Consolidated Report covering all the services delivered under the consultancy contract.	December 2027

Period of assignment: from September 2026 until December 2027

Travel sectors: The specific travel cities are to be determined. Consultants should submit bids based on PAN-India travel.

3. Concept

In the tender, the tenderer is required to show how the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid (internal GIZ).

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates

(duration and expert days) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

4. Criteria for Eligibility of firms

Qualification requirements for the companies participating in the tender:

a) Commercial assessment criteria:

- Please provide the legal status of your firm.
- In case of bidding consortia, please provide declaration by consortium.
- Average annual turnover for the last three financial years: At least 170,000 Euro (net)
- Average number of employees and managers for the past three calendar years: At least 5 Persons.

b) Technical assessment criteria: The technical assessment is only based on reference projects with a minimum commission value of 60,000 Euro (net)

i) Minimum Requirements:

The consultant company should have undertaken:

- The firm must have successfully completed or substantially completed at least 2 similar assignments in the last 7 years.
[Definition of "Similar": Assignments involving City Logistics Plans (CLPs), Comprehensive Mobility Plans (CMPs), Urban Transport Strategies, or multi-modal freight studies for metropolitan or Tier-1/Tier-2 cities.]
- At least **one** reference projects in India in the last 36 months before the date of publication of this tender.

ii) Weighted Criteria:

» Technical experience:

1. The firm must have successfully completed at least 2 projects in the last 7 years focused specifically on urban freight management, city logistics policy and enforcement, last-mile delivery strategies, or the development of urban freight infrastructure (e.g., transport nagars, logistic parks, or inner-city consolidation centres).
Note: The consulting firm is required to understand the distinct nuances of city logistics.
2. The firm must demonstrate experience in executing at least 1 multi-city urban assignment (covering 5 or more cities under a single contract) for a government entity, multilateral agency (like the World Bank or ADB), or national body.
Note: The consultant firm should possess the organizational capacity, project management frameworks, and resource depth to mobilize multiple field teams at once without causing delays in one city while focusing on another.
3. The consultant must have demonstrated experience working with city and state government agencies, or central ministries (like MoHUA or DPIIT, MoCI) on urban infrastructure or planning projects.

» Regional experience:

- Regional experience in India

- **Experience of development projects (ODA-financed):**
 - Experience of development projects (at least 50% ODA-financed) – at least 1 project

4A: Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Team Leader, 1 no. (upto 50 person days)

Tasks of the team leader

- a) Overall responsibility for the contractor's service packages in terms of quality assurance, adherence to deadlines and budget discipline.
- b) Personnel management: Resource planning, deployment management of short- and long-term experts, coaching/interface management.
- c) Project management: work and milestone planning, risk management, change management.
- d) Stakeholder and communication management: coordination with GIZ, partners and other stakeholders; Ensuring efficient communication processes.
- e) Reporting and documentation: Rule reports according to deadlines, proof of results, lessons learned.
- f) Technical oversight: Ensure that technical solutions/deliverables comply with ToR and standards
- g) Compliance: Compliance with GIZ guidelines, data protection, confidentiality and contractual obligations.

Qualifications of the team leader

- Education/training (2.1.1): University (postgraduate) degree in engineering or planning or equivalent.
- Language (2.1.2): Language proficiency in English is recommended.
- General professional experience (2.1.3): At least 20 years' experience in the sector including mobility, logistics, planning/implementation of city logistics.
- Specific professional experience (2.1.4): At least 7 years' experience in city logistics planning or implementation.
- Leadership/management experience (2.1.5): At least 10 years of experience in a leadership role.
- Regional experience (2.1.6): Experience with city/state/national and government authorities.
- Development cooperation (DC) experience (2.1.7): At least 2 years of experience in DC projects.
- Other (2.1.8): N.A.

Key expert 1- Junior Expert - Coordinator, 1 no. (upto 150 person days)

The Coordinator is required to be stationed at the Logistics Division of DPIIT in New Delhi.

Tasks of key expert 1 – Junior Expert - Coordinator:

- a) Responsible for coordinating the contractor's activities with the Logistics Division of DPIIT, including day-to-day communications on the progress of activities, technical updates, presentation of the work etc.
- b) Perform technical tasks as per "Tasks to be performed by the contractor" as assigned by the Team Leader.
- c) Prepare writeups, presentations etc. as may be required by the Logistics Division of DPIIT on the city logistics activity.
- d) Coordinate with GIZ team as may be necessary.
- e) Support the Logistics Division in organizing meetings, trainings, consultations etc. with the cities and stakeholders on implementation of city logistics plans.
- f) Any other task as may be relevant.

Qualifications of key expert 1

- Education/training (2.2.1): University (postgraduate) degree in engineering or planning or equivalent.
- Language (2.2.2): Language proficiency in English is recommended.
- General professional experience (2.2.3): Atleast 2 years' experience in the sector including mobility planning, logistics planning, logistics infrastructure planning/ implementation.
- Specific professional experience (2.2.4): Atleast 1 year experience in city logistics planning/implementation.
- Leadership/management experience (2.2.5): N.A.
- Regional experience (2.2.6): Experience working with city/state/national government authorities. Experience working with DPIIT is an advantage.
- Development Cooperation (DC) experience (2.2.7): N.A.
- Other (2.2.8): N.A.

Key expert 2 – Urban Planning/Logistics/Transport Expert, 2 nos. (upto 200 person days in total)

Tasks of key expert 2 – Urban Planning/Logistics/Transport:

- a) Perform technical tasks as per "Tasks to be performed by the contractor" as assigned by the Team Leader.
- b) Reviewing CLPs and other related documents, preparing list of city logistics measures to be implemented for each city.
- c) Undertake technical tasks, together with the other team members, for developing logistics implementation reports and roadmaps for each city.
- d) Support in stakeholder consultations, surveys, field visits and workshops.
- e) Provide technical advice to the cities on implementation of city logistics plans, together with the other team members.
- f) Inputs for the City Dashboard conceptualisation and development.
- g) Undertake documentation tasks as per requirements.
- h) Any other task as may be relevant.

Qualifications of key expert 2

- Education/training (2.3.1): University (postgraduate) degree in engineering or planning or equivalent.
- Language (2.3.2): Language proficiency in English is recommended.
- General professional experience (2.3.3): Atleast 20 years' experience in the sector including mobility planning, logistics/infrastructure planning and implementation.

- Specific professional experience (2.3.4): At least 10 years' experience in city logistics planning/implementation.
- Leadership/management experience (2.3.5): N.A.
- Regional experience (2.3.6): Experience working with city and state government authorities.
- Development Cooperation (DC) experience (2.3.7): N.A.
- Other (2.3.8): N.A.

Key expert 3 – IT/Digital Systems Expert, 2 nos. (upto 150 person days in total)

Tasks of key expert 3 – IT/Digital Systems Expert:

- Perform technical tasks as per “Tasks to be performed by the contractor” as assigned by the Team Leader.
- Conceptualisation, design, development and operationalisation of the City Logistics Dashboard, as per TORs.
- Backstopping support to cities and authorities as may be required for data entry, operations of the Dashboard etc.
- Training of the users and the designated data entry officers of the Dashboard.
- Development of use manuals.
- Any other task as may be relevant.

Qualifications of key expert 3

- Education/training (2.4.1): University (postgraduate) degree in Computer Science, Information Technology, Data Science, GIS, Software Engineering, or a related discipline.
- Language (2.4.2): Language proficiency in English is recommended.
- General professional experience (2.4.3): At least 5 years' of relevant experience in IT.
- Specific professional experience (2.4.4): At least 2 years' experience in designing and implementing digital platforms, information systems, dashboards and decision support systems.
- Leadership/management experience (2.4.5): N.A.
- Regional experience (2.4.6): Experience working with city and state government authorities on digital governance, smart city, transport, or infrastructure projects.
- Development Cooperation (DC) experience (2.4.7): N.A.
- Other (2.4.8): Experience with GIS platforms, data visualisation tools (e.g., Power BI, Tableau), and open-source spatial databases will be an advantage.

Short-term expert pool - upto 7 nos. (upto 250 person days)

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 7 Requirements on the format of the bid) for the assessment.

Tasks of the short-term expert pool

- Perform technical tasks as per “Tasks to be performed by the contractor” as assigned by the Team Leader.
- Development of the City Logistics Dashboard, operations and management of the Dashboard, development of user manuals and tutorial video.
- Junior experts that may be involved in undertaking questionnaire surveys, data collection and other support activities, support in organising online meetings and stakeholder consultations.
- Selected experts provide technical inputs as per requirements.

- e) Support in preparing reports and documentation.
- f) Any other task as may be relevant.

Qualifications of the short-term expert pool

- Education/training (2.6.1): Relevant university (postgraduate) degree (planning, engineering, IT, skills development, education etc.)
- Language (2.6.2): Language proficiency in English is recommended.
- General professional experience (2.6.3): 5 to 15 years' experience in the transport/logistics sector
- Specific professional experience (2.6.4): 2 to 10 years' relevant experience (city logistics, IT etc.)
- Regional experience (2.6.5): Experience working with city and state government authorities.
- Development cooperation (DC) experience (2.6.6): N.A.
- Other (2.6.7): N.A.

Estimation of days of experts:

Team Leader	Expert 1: Junior Expert (Coordinator at DPIIT)	Expert 2: Urban Planning/ Logistics/Transport Expert (2 nos)	Expert 3: IT/Digital Systems Expert (2 nos)	Pool of Experts – upto 7 nos.
Upto 50 days	Upto 150 days	Upto 200 days in total	Upto 150 days in total	Upto 250 days

The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.

5. Costing requirements

Assignment of personnel and travel expenses

Per diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense remuneration (downloadable from the [German Federal Ministry of Finance – tax treatment of travel expenses and allowances for international business travel as of 1 January 2026 \(GERMAN ONLY\)](#)).

Accommodation allowances are reimbursed as detailed in the specification of inputs below. With special justification, additional Accommodation costs up to a reasonable amount can be reimbursed against evidence.

All business travel must be agreed in advance by the officer responsible for the project
Sustainability aspects for travel.

GIZ has undertaken an obligation to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, such as selecting the lowest-emission booking class (economy) and using means of transport, airlines and flight routes with a higher CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total days	Comments
Team Leader	1	60	60	
Expert 1: Junior Expert – Coordinator at DPIIT	1	150	150	
Expert 2: Urban Planning/ Logistics/ transport Expert (2 nos)	2	100	200	
Expert 3: IT/Digital Systems Expert (2 nos)	2	75	150	
Pool of Experts - upto 7 nos	Upto 7 nos.		250	
Travel expenses	Quantity	Number per expert	Total	Comments
Per-diem allowance in country of assignment	100		150	
Overnight allowance in country of assignment	100		150	
Transport	Quantity	Number per expert	Total	Comments
Domestic flights	35		35	35 round trips - flights within the country of assignment during service delivery. The specific travel cities are to be determined. Consultants should submit bids based on PAN-India travel. Subject to actuals
CO ₂ compensation for air travel	EUR 100 x 35 round trip flights		3500 EUR	A fixed budget of EUR 3500 is earmarked for settling carbon offsets against evidence.
Travel expenses (train, car, private vehicle)	500		500	Travel within the country of assignment, transfer to/from airport etc. Subject to actuals
Other costs <i>Training venue and logistics costs at the venue,</i>	Workshop (1 no.) of upto 2 days	25 cities with upto 50 pax	1 workshop x 2 days x 50 pax	The tenderer is required quote costs for venue and logistics costs viz. conference venue,

<i>viz. training venue, food, AV, LED Screen etc</i>	Training (1 no.) of upto 2 days	Upto 50 pax	1 training x 2 days x 50 pax	food, audio visuals, etc at the venue for implementing the workshops/training programmes
	Peer learning session/ workshop (2nos) of 2 days each	Upto 50 pax per Peer learning session/ workshop	2 Peer learning session/ workshop x 50 pax per workshop	

Workshops, events and trainings

Estimated number of workshops and events as per “Tasks to be performed by the contractor” are summarised below:

- Conduct a workshop (1 no.) of upto 2 days with the 25 cities with upto 50 participants for finalising priority implementation strategies for implementation. The duration and number of workshops to be decided in consultation with DPIIT.
- Conduct 1 no. of in-person training (of upto 2 days for upto 50 participants) and upto 3 nos. online trainings to DPIIT officials, city officials and other involved stakeholders on data entry and usage of City Logistics Dashboard.
- Conduct peer learning sessions/workshops (online – 5 nos; and in-person workshop –2 nos. of 2 days each for upto 50 participants) covering all 25 cities.

For the in-person workshops/training programmes, the travel, boarding and lodging will be the responsibility of the participants. The tenderer is required quote costs for venue and logistics costs viz. conference venue, food, audio visuals, etc at the venue for implementing the workshops/training programmes.

Note:

- > There is a possibility of DPIIT providing venue at their premises, in which case, costs will not be incurred for the bidder.
- > For the in-person training programmes, the travel, boarding and lodging will be the responsibility of the participants.
- > Prior approvals of GIZ are needed atleast 2 months in advance on the locations, venue and cost estimates.
- > Workshop costs are subject to actuals and are as per GIZ rules.

Travels:

- Since 25 cities are involved in the assignment, 1-2 travels per city with upto 3 days per city are considered for estimating costs by the bidder. Total 35 travels of total 100 days.
- Local conveyance provisions as per table above.
- All travels are subject to actuals and as per GIZ rules.

6. Inputs of GIZ or other actors

GIZ and/or other actors are expected to make the following available:

- Office space for the designated Expert 1: Coordinator to work at the partner ministry (Logistics Division, DPIIT, New Delhi).
- DPIIT will facilitate their meeting / conference rooms for workshops and consultations (depending on the availability)

- DPIIT will facilitate communications to Cities, Sectoral Ministries and other Stakeholders for seeking nominations for the training programmes, workshops, consultations and any other events
- DPIIT will facilitate timely approvals on various submissions made by the consultant including the deliverables, as specified in the ToRs

Note: Consultants use own laptop/software; the ministry provides workstation for the coordinator stationed at LD, DPIIT, MOCI.

7. Data Protection

The performance of the contract may be associated with the processing of personal data by the contractor, such as (but not limited to) names and contact information. In such cases, the contractor shall act as an independent DATA CONTROLLER and must alone comply with ALL applicable data protection obligations, including those stemming from regional and local laws. The contractor shall process personal data only when a given goal cannot be reasonably attained without such data. The data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject must be paid due attention. GIZ is NOT in any way responsible for such processing.

Whenever the contractor executes the instructions of a partner to GIZ with regard to such processing, the partner shall be the data controller, and the data processing shall be carried out in accordance with the partner's instructions as well as laws and standards to which it is subject.

If the contractor is not subject to the GDPR and the applicable laws do not contain any explanation on the data protection principles and rights mentioned here, the definitions and meanings provided by the GDPR (Regulation (EU) 2016/679) should be considered.

Data protection by design and by default

The digital tool developed or upgraded on behalf of a local partner of GIZ must meet the highest data protection standards, especially those relating to data protection by design and by default, as stated in Annex 1. *"Data protection standards for developing digital tools meant for GIZ's partners"*. The contractor is therefore required to inform GIZ if any applicable national requirement is incompatible with the provisions of this annex. We equally recommend the partner to conclude data protection agreements with the hosting service provider(s) and the maintenance service provider(s), where applicable. GIZ would be available to support the partner whenever need arises.

Information security (ISO/IEC 27001 alignment)

- The Contractor shall apply ISO/IEC 27001:2022-aligned controls across design, development, testing, deployment, operations, and handover of the City Logistics Dashboard.
- Security-by-design: least privilege, MFA for privileged users, secure session management, encryption in transit and at rest, input validation, hardening, vulnerability management.
- Risk assessment and testing: perform an information security risk assessment; conduct independent VAPT/penetration testing before go-live; remedy critical/high findings and provide a Security Audit Report.
- Access and logging: implement RBAC, joiner-mover-leaver processes, periodic access reviews; maintain necessary and proportionate security logs (auth events, admin actions, data changes) with defined retention.

- Development and operations: secure SDLC (code review, SCA/SAST/DAST), no hardcoded secrets (use secure vaults), patching SLAs (e.g., critical <7 days), backups with tested restore (defined RPO/RTO), monitoring and incident response with prompt notification to GIZ for CIA-impacting incidents.
- Third parties and hosting: disclose and obtain approval for hosting location(s) and any subcontractors; ensure equivalent security obligations contractually.
- Documentation and handover: deliver security architecture, data flows, risk register, applied controls, admin/user guides, O&M runbooks, incident SOPs; complete handover of code, pipelines, configs and keys; remove Contractor access post-acceptance.
- Governance: appoint a project information security focal point and coordinate with GIZ India's Information Security Officer at key milestones (design sign-off, pre-pen-test, pre-go-live, handover).
- Audit and acceptance: grant audit rights to GIZ/partner on reasonable notice; security acceptance requires remediation of critical/high issues and successful re-test.

Compliance with India's Digital Personal Data Protection Act (DPDP)

To the extent that the performance of this Contract involves the processing of personal data of identifiable individuals located in India, the Contractor shall comply with the provisions of the Digital Personal Data Protection Act, 2023 and any rules issued thereunder.

The Contractor shall:

- process personal data only for lawful and specified purposes directly connected to the assignment;
- collect only the minimum personal data necessary for performing the contractual activities (data minimisation);
- provide appropriate privacy notices to individuals whose personal data is collected, clearly specifying the purpose of processing, categories of personal data collected, retention period, and contact information for redressal;
- implement appropriate technical and organisational security measures to protect personal data against unauthorised access, disclosure, loss, alteration, or destruction;
- ensure that personal data is retained only for as long as required for the purpose for which it was collected and thereafter securely deleted or anonymised;
- establish mechanisms to facilitate the exercise of data principal rights as required under applicable law;
- promptly notify the relevant authorities and affected individuals, where required by applicable law, in the event of a personal data breach;
- ensure that any subcontractors or service providers engaged for processing personal data are bound by equivalent data protection and confidentiality obligations;
- maintain records demonstrating compliance with applicable data protection obligations and make such records available to GIZ upon reasonable request.

The Contractor shall remain solely responsible for compliance with all applicable Indian data protection requirements. GIZ accepts no responsibility for personal data processing activities independently carried out by the Contractor.

8. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

Ref. Annex 1: Data-protection-standards-for-developing-digital-tools-meant-for-GIZ-s-partners
